

General Assembly

Raised Bill No. 597

January Session, 2013

LCO No. 1076

01076_____INS

Referred to Committee on INSURANCE AND REAL ESTATE

Introduced by: (INS)

AN ACT CONCERNING PORTABLE ELECTRONICS INSURANCE.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

- Section 1. (NEW) (*Effective October 1, 2013*) (a) As used in this section:
- 3 (1) "Portable electronics insurance" means insurance coverage for 4 the repair or replacement of a portable electronic device and 5 accessories of such device because of loss, theft, inoperability due to 6 mechanical failure, malfunction, damage or other similar causes of loss and Internet, video, audio or telephone service related to the use of 8 such device. "Portable electronics insurance" does not include (A) an 9 extended warranty, as defined in section 42-260 of the general statutes, 10 as amended by this act, (B) an insurance policy covering a seller's or 11 manufacturer's obligations under a warranty, or (C) a homeowners, 12 renter's or other insurance policy that includes coverage similar to 13 portable electronics insurance;
- 14 (2) "Portable electronic device" means any self-contained, easily 15 carried, battery-operated electronic equipment for personal use for

- 16 communicating, viewing, listening, recording, playing video games,
- 17 computing or global positioning, including a cellular or satellite
- 18 telephone, paging device, personal global positioning system unit,
- 19 portable computer, audio listening or audio recording device, video
- 20 viewing or video recording device, digital camera, portable video
- 21 game system, telephone answering machine, docking or charging
- 22 station for any portable electronic device, and other similar device;
- 23 (3) "Buyer" means a person who leases or purchases a portable electronic device:
- 25 (4) "Enrolled buyer" means a buyer who elects coverage under a 26 portable electronics insurance policy;
- 27 (5) "Insurance producer" has the same meaning as provided in section 38a-702a of the general statutes;
- 29 (6) "Insurer" has the same meaning as provided in section 38a-1 of 30 the general statutes;
- 31 (7) "Location" means any physical location in this state or any 32 Internet web site or call center site directed at residents of this state;
- 33 (8) "Portable electronics transaction" means the lease or sale of a 34 portable electronic device by a seller to a buyer;
- 35 (9) "Seller" means a person in the business of direct or indirect portable electronics transactions;
- 37 (10) "Supervising entity" means a business entity licensed as an 38 insurer in this state and authorized to write personal or commercial 39 risk insurance business in this state or an insurance producer licensed 40 in this state, appointed by an insurer to supervise such insurer's 41 portable electronics insurance program.
- 42 (b) (1) No seller shall offer or sell portable electronics insurance in 43 this state without obtaining a portable electronics insurance license

- 44 from the Insurance Commissioner as set forth in this subsection. Such
- 45 license shall authorize any employee or authorized representative of
- 46 such seller to offer or sell portable electronics insurance at each
- 47 location where the seller engages in portable electronics transactions.
- 48 (2) No such employee or authorized representative shall be required 49 to be licensed under chapter 701a of the general statutes, provided:
- 50 (A) The seller obtains and maintains such portable electronics 51 insurance license;
 - (B) The insurer issuing a portable electronics insurance policy to the seller or a supervising entity of such insurer supervises the administration of the seller's portable electronics insurance program; and
 - (C) No such employee or authorized representative holds himself or herself out as a licensed insurance producer.
 - (3) (A) (i) Any seller seeking to obtain a portable electronics insurance license shall submit an initial sworn application to the Insurance Department on a form prescribed by the Insurance Commissioner. Such application shall include (I) the name, residence address and other information as said commissioner may require for an employee or an officer of the seller that is designated by such seller as the individual responsible for the seller's compliance with this section. If the seller derives more than fifty per cent of its revenue from the sale of portable electronics insurance, the seller shall include the name, residence address and other information as said commissioner may require for all of the seller's shareholders who are directly or indirectly the beneficial owner of ten per cent or more of any class of security of such seller, and for all of its officers and directors, and (II) the address of the applicant's home office. Such application shall be accompanied by the fees set forth in section 38a-11 of the general statutes, as amended by this act. Each portable electronics insurance

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- 74 license shall be valid for two years.
- 75 (ii) Any seller seeking to renew a portable electronics insurance
- 76 license shall submit to the Insurance Department any changes to the
- 77 initial application and any other information the Insurance
- 78 Commissioner may require and the renewal fee set forth in section 38a-
- 79 11 of the general statutes, as amended by this act.
- 80 (B) Any seller offering or selling portable electronics insurance in
- 81 this state prior to October 1, 2013, shall apply for a portable electronics
- 82 insurance license not later than ninety days after the Insurance
- 83 Commissioner makes the application for such license available. On
- 84 and after October 1, 2013, a seller shall obtain such license prior to
- 85 offering or selling portable electronics insurance in this state.
- 86 (c) At each location where a seller offers or sells portable electronics
- 87 insurance to buyers, such seller shall make available to prospective
- 88 buyers brochures or other written materials that contain all of the
- 89 following:
- 90 (1) A disclosure that portable electronics insurance may duplicate
- 91 insurance coverage already provided by a buyer's homeowners,
- 92 renter's or other insurance policy;
- 93 (2) A statement that enrollment in portable electronics insurance is
- 94 not required for a buyer to lease or purchase a portable electronics
- 95 device;
- 96 (3) (A) The identity of the insurer issuing the portable electronics
- 97 insurance policy, (B) the identity of the supervising entity of such
- 98 insurer, if any, (C) the amount of any applicable deductible and a
- 99 summary of how such deductible is to be paid, (D) the insurance
- 100 policy benefits, and (E) key terms and conditions of such insurance
- 101 policy, including, but not limited to, whether, under such insurance
- 102 policy, portable electronic devices may be repaired or replaced with
- 103 similar make and model reconditioned or nonoriginal manufacturer

- 104 parts or equipment;
- 105 (4) A summary of the process for filing a claim, including a 106 description of how to return portable electronic devices and the 107 maximum fee applicable if the buyer fails to comply with any 108 equipment return requirements; and
- 109 (5) A statement that a buyer enrolled in a portable electronics 110 insurance policy may cancel the insurance certificate at any time and 111 that the person paying the premium will receive a refund of any 112 applicable unearned premium.
- (d) (1) If portable electronics insurance is included at no additional charge with the lease or purchase of a portable electronic device, the seller shall clearly and conspicuously disclose to the buyer that such insurance is included at no additional charge with the lease or purchase of a portable electronic device.
- 118 (2) A seller may bill for and collect premium payments for portable 119 electronics insurance policies, provided:
- (A) Any premium payment that is not included in the cost of the lease or purchase of a portable electronic device is itemized separately on the enrolled buyer's invoice; and
 - (B) The seller remits such premium payment to the insurer issuing such insurance policy not later than sixty days after the seller receives such payment. Such insurer shall not cancel an enrolled buyer's certificate on the basis of nonpayment of premium if such enrolled buyer timely pays such premium to the seller.
- (3) A seller shall not be required to maintain premium payments collected pursuant to this subsection in a segregated account if such insurer authorizes the seller to commingle such payments. All such premium payments collected shall be held by the seller in a fiduciary capacity for the benefit of such insurer.

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- 133 (4) A seller may receive compensation from such insurer for such billing and collection services, as agreed to by such insurer and such seller.
 - (e) (1) A portable electronics insurance policy shall not be issued, sold or offered for sale unless such insurance policy is issued by an insurer authorized to write such line of business in this state. Such insurance policy may be issued as a group policy or a master commercial inland marine policy to a seller for its enrolled buyers. An insurer authorized to issue a portable electronics insurance policy in this state shall file a copy of the form for such policy in accordance with subsection (c) of section 38a-676 of the general statutes, as amended by this act.
 - (2) An insurer that issues portable electronics insurance policies and does not directly supervise the administration of a seller's portable electronics insurance program shall appoint a supervising entity and shall provide the name and contact information of such supervising entity to the Insurance Commissioner and to any seller that offers or sells such insurance policy to buyers.
 - (3) The supervising entity shall maintain a registry of seller locations in this state that are authorized to offer or sell such insurer's portable electronics insurance policies in this state. Upon request by the Insurance Commissioner with at least ten days' notice, such supervising entity shall make such registry available during the regular business hours of such supervising entity to said commissioner or said commissioner's designee for inspection and examination.
 - (f) (1) An enrolled buyer may cancel a portable electronics insurance certificate at any time. Such cancellation may be (A) oral to the seller at the location where such enrolled buyer elected such coverage or a telephone number specified for such purpose, or (B) in writing, which writing shall be sent by first class mail or electronic means to (i) the insurer that issued such insurance policy if such enrolled buyer pays

- the premium to such insurer, or (ii) the seller if such seller collects the premium payment for such insurance policy. Not later than three days after a seller receives a cancellation, such seller shall notify, or forward such cancellation to, such insurer. Such insurer shall refund, not later than sixty days after receiving such cancellation, to the person who paid the premium any applicable unearned premium.
 - (2) (A) An insurer may cancel, terminate or change the terms and conditions of a portable electronics insurance policy only upon providing at least thirty days' written notice, sent by first class mail or electronic means, to the seller policyholder and enrolled buyers. If the insurer changes the terms and conditions of such insurance policy, such insurer shall provide the seller policyholder with a revised insurance policy or endorsement and each enrolled buyer with a revised certificate, endorsement, updated brochure or other materials that indicate a change in the terms and conditions of such insurance policy and a summary of the material changes.
 - (B) An insurer may cancel, with at least fifteen days' written notice, sent by first class mail or electronic means to the seller policyholder and enrolled buyers:
 - (i) A portable electronics insurance policy for nonpayment of premium by the seller policyholder or a portable electronics insurance certificate for nonpayment of premium by an enrolled buyer. Such seller policyholder or enrolled buyer may continue the coverage and avoid the effect of the cancellation by payment in full at any time prior to the effective date of cancellation. If an enrolled buyer timely made a payment to the seller pursuant to subdivision (2) of subsection (d) of this section, such insurer shall not cancel such enrolled buyer's certificate for nonpayment of premium; or
 - (ii) A portable electronics insurance certificate for fraud or material misrepresentation by the enrolled buyer in obtaining such insurance coverage or in the presenting of a claim thereunder.

- 195 (C) An insurer may cancel a portable electronics insurance 196 certificate, effective immediately, for:
- 197 (i) Termination by an enrolled buyer of Internet, video, audio or 198 telephone service from the seller; or
 - (ii) Exhaustion of the aggregate limit of liability, if any, of such insurance coverage, provided the insurer sends written notice of such cancellation by first class mail or electronic means to such enrolled buyer not later than thirty days after such buyer exhausts such limit. If such notice is not timely sent, coverage shall continue notwithstanding the aggregate limit of liability until the insurer sends such notice of cancellation to such enrolled buyer.
 - (3) A seller may terminate a portable electronics insurance policy at any time, provided such seller provides at least thirty days' written notice prior to such termination, by first class mail or electronic means, to the insurer issuing such insurance policy or to the supervising entity of such insurer and to each enrolled buyer, of such termination and the effective date of such termination.
 - (4) (A) Any written notices or correspondence sent pursuant to this subsection shall be sent to, as applicable, (i) the enrolled buyer at such enrolled buyer's last-known mailing address or electronic mail address on file with the insurer or the seller, (ii) the insurer at such insurer's mailing address or electronic mail address specified for such purpose, or (iii) the seller at such seller's mailing address or electronic mail address specified for such purpose. For purposes of this subsection, the provision of an enrolled buyer's electronic mail address by such enrolled buyer to the insurer or the seller shall be deemed consent by such enrolled buyer to receive such notices or correspondence by electronic mail.
 - (B) Each insurer or seller that sends a written notice or correspondence pursuant to this subsection shall maintain proof that

- 225 such notice or correspondence was sent for not less than three years 226 after such notice or correspondence was sent.
- 227 (C) A supervising entity may send a written notice or 228 correspondence pursuant to this subsection on behalf of the insurer. 229 Such supervising entity shall maintain proof that such notice or 230 correspondence was sent for not less than three years after such notice 231 or correspondence was sent.
- 232 (g) The Insurance Commissioner may suspend or revoke a portable 233 electronics insurance license and impose a fine in addition to or in lieu 234 of suspension or revocation, in accordance with section 38a-774 of the 235 general statutes. In addition, in lieu of suspension or revocation, said commissioner may issue a cease and desist order suspending the privilege of offering or selling portable electronics insurance at specific locations of a seller or by specific employees or authorized representatives of such seller.
- 240 Sec. 2. Section 38a-792 of the general statutes is repealed and the 241 following is substituted in lieu thereof (*Effective October 1, 2013*):
 - (a) (1) No person may act as an adjuster of casualty claims for any insurance company or firm or corporation engaged in the adjustment of casualty claims unless such person has first secured a license from the commissioner, and has paid the license fee specified in section 38a-11, for each two-year period or fraction thereof. Application for such license shall be made as provided in section 38a-769. [The commissioner may waive the requirement for examination in the case of any applicant for a casualty claims adjuster's license who is a nonresident of this state and who holds an equivalent license from any other state.] Any such license issued by the commissioner shall be in force until the thirtieth day of June in each odd-numbered year unless sooner revoked or suspended. The [license] person may, [in] at the discretion of the commissioner, [be renewed] renew the license biennially upon payment of the fee specified in section 38a-11, as

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- 256 <u>amended by this act</u>. [The commissioner may waive the examination
- required under section 38a-769, in the case of an applicant who at any
- 258 time within two years next preceding the date of application has been
- 259 licensed in this state under a license of the same type as the license
- applied for.]
- 261 (2) The commissioner may waive the examination required under
- section 38a-769, in the case of any applicant for a casualty adjuster's
- 263 <u>license that (A) is a nonresident of this state or has its principal place of</u>
- 264 business in another state, and holds an equivalent license from any
- other state, or (B) at any time within two years next preceding the date
- of application has been licensed in this state under a license of the
- 267 <u>same type as the license applied for.</u>
- 268 (b) The commissioner may prescribe reasonable regulations, in
- 269 <u>accordance with the provisions of chapter 54</u>, governing the licensing
- of casualty adjusters and the adjustment of casualty claims.
- (c) Any person who violates any provision of this section shall be
- 272 fined not more than two thousand dollars or imprisoned not more
- than one year or both.
- 274 (d) The provisions of this section shall not apply to any: [member]
- 275 (1) (A) Individual who, for purposes of claims for portable
- 276 electronics insurance, as defined in section 1 of this act, only (i) collects
- 277 <u>claim information from or furnishes claim information to insureds or</u>
- 278 claimants, and (ii) conducts data entry, including data entry into an
- 279 <u>automated claims adjudication system, provided such individual is an</u>
- 280 <u>employee of a casualty adjuster licensed in this state or an affiliate of</u>
- 281 <u>such casualty adjuster and not more than twenty-five such individuals</u>
- 282 are under the supervision of such casualty adjuster or affiliate or an
- 283 <u>insurance producer licensed in this state. A licensed insurance</u>
- 284 producer acting pursuant to this subparagraph shall not be required to
- be licensed as a casualty adjuster.

- (B) For purposes of this subdivision, "automated claims adjudication system" means a preprogrammed computer system, designed for the collection, data entry, calculation and final resolution of portable electronics insurance claims, that (i) is used only by a supervised individual, a casualty adjuster licensed in this state or an insurance producer licensed in this state, in accordance with subparagraph (A) of this subdivision, (ii) complies with all applicable claims payment requirements under this title, and (iii) if the casualty adjuster using such computer system is a business entity, is certified as complying with the provisions of this subdivision by an individual who is an officer of such business entity and who is licensed in this state as a casualty adjuster; and
- (2) Member of the bar of this state in good standing who is engagedin the general practice of the law.
- Sec. 3. Subsection (a) of section 38a-11 of the general statutes is repealed and the following is substituted in lieu thereof (*Effective October 1, 2013*):
 - (a) The commissioner shall demand and receive the following fees: (1) For the annual fee for each license issued to a domestic insurance company, two hundred dollars; (2) for receiving and filing annual reports of domestic insurance companies, fifty dollars; (3) for filing all documents prerequisite to the issuance of a license to an insurance company, two hundred twenty dollars, except that the fee for such filings by any health care center, as defined in section 38a-175, shall be one thousand three hundred fifty dollars; (4) for filing any additional paper required by law, thirty dollars; (5) for each certificate of valuation, organization, reciprocity or compliance, forty dollars; (6) for each certified copy of a license to a company, forty dollars; (7) for each certified copy of a report or certificate of condition of a company to be filed in any other state, forty dollars; (8) for amending a certificate of authority, two hundred dollars; (9) for each license issued to a rating organization, two hundred dollars. In addition, insurance companies

shall pay any fees imposed under section 12-211; (10) a filing fee of fifty dollars for each initial application for a license made pursuant to section 38a-769; (11) with respect to insurance agents' appointments: (A) A filing fee of fifty dollars for each request for any agent appointment, except that no filing fee shall be payable for a request for agent appointment by an insurance company domiciled in a state or foreign country which does not require any filing fee for a request for agent appointment for a Connecticut insurance company; (B) a fee of one hundred dollars for each appointment issued to an agent of a domestic insurance company or for each appointment continued; and (C) a fee of eighty dollars for each appointment issued to an agent of any other insurance company or for each appointment continued, except that (i) no fee shall be payable for an appointment issued to an agent of an insurance company domiciled in a state or foreign country which does not require any fee for an appointment issued to an agent of a Connecticut insurance company, and (ii) the fee shall be twenty dollars for each appointment issued or continued to an agent of an insurance company domiciled in a state or foreign country with a premium tax rate below Connecticut's premium tax rate; (12) with respect to insurance producers: (A) An examination fee of fifteen dollars for each examination taken, except when a testing service is used, the testing service shall pay a fee of fifteen dollars to the commissioner for each examination taken by an applicant; (B) a fee of eighty dollars for each license issued; (C) a fee of eighty dollars per year, or any portion thereof, for each license renewed; and (D) a fee of eighty dollars for any license renewed under the transitional process established in section 38a-784; (13) with respect to public adjusters: (A) An examination fee of fifteen dollars for each examination taken, except when a testing service is used, the testing service shall pay a fee of fifteen dollars to the commissioner for each examination taken by an applicant; and (B) a fee of two hundred fifty dollars for each license issued or renewed; (14) with respect to casualty adjusters: (A) An examination fee of twenty dollars for each examination taken, except when a testing service is used, the testing service shall pay a fee of

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twenty dollars to the commissioner for each examination taken by an applicant; (B) a fee of eighty dollars for each license issued or renewed; and (C) the expense of any examination administered outside the state shall be the responsibility of the entity making the request and such entity shall pay to the commissioner two hundred dollars for such examination and the actual traveling expenses of the examination administrator to administer such examination; (15) with respect to motor vehicle physical damage appraisers: (A) An examination fee of eighty dollars for each examination taken, except when a testing service is used, the testing service shall pay a fee of eighty dollars to the commissioner for each examination taken by an applicant; (B) a fee of eighty dollars for each license issued or renewed; and (C) the expense of any examination administered outside the state shall be the responsibility of the entity making the request and such entity shall pay to the commissioner two hundred dollars for such examination and the actual traveling expenses of the examination administrator to administer such examination; (16) with respect to certified insurance consultants: (A) An examination fee of twenty-six dollars for each examination taken, except when a testing service is used, the testing service shall pay a fee of twenty-six dollars to the commissioner for each examination taken by an applicant; (B) a fee of two hundred fifty dollars for each license issued; and (C) a fee of two hundred fifty dollars for each license renewed; (17) with respect to surplus lines brokers: (A) An examination fee of twenty dollars for each examination taken, except when a testing service is used, the testing service shall pay a fee of twenty dollars to the commissioner for each examination taken by an applicant; and (B) a fee of six hundred twenty-five dollars for each license issued or renewed; (18) with respect to fraternal agents, a fee of eighty dollars for each license issued or renewed; (19) a fee of twenty-six dollars for each license certificate requested, whether or not a license has been issued; (20) with respect to domestic and foreign benefit societies shall pay: (A) For service of process, fifty dollars for each person or insurer to be served; (B) for filing a certified copy of its charter or articles of association,

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fifteen dollars; (C) for filing the annual report, twenty dollars; and (D) for filing any additional paper required by law, fifteen dollars; (21) with respect to foreign benefit societies: (A) For each certificate of organization or compliance, fifteen dollars; (B) for each certified copy of permit, fifteen dollars; and (C) for each copy of a report or certificate of condition of a society to be filed in any other state, fifteen dollars; (22) with respect to reinsurance intermediaries, a fee of six hundred twenty-five dollars for each license issued or renewed; (23) with respect to life settlement providers: (A) A filing fee of twenty-six dollars for each initial application for a license made pursuant to section 38a-465a; and (B) a fee of forty dollars for each license issued or renewed; (24) with respect to life settlement brokers: (A) A filing fee of twenty-six dollars for each initial application for a license made pursuant to section 38a-465a; and (B) a fee of forty dollars for each license issued or renewed; (25) with respect to preferred provider networks, a fee of two thousand seven hundred fifty dollars for each license issued or renewed; (26) with respect to rental companies, as defined in section 38a-799, a fee of eighty dollars for each permit issued or renewed; (27) with respect to medical discount plan organizations licensed under section 38a-479rr, a fee of six hundred twenty-five dollars for each license issued or renewed; (28) with respect to pharmacy benefits managers, an application fee of one hundred dollars for each registration issued or renewed; (29) with respect to captive insurance companies, as defined in section 38a-91aa, a fee of three hundred seventy-five dollars for each license issued or renewed; (30) with respect to each duplicate license issued a fee of fifty dollars for each license issued; (31) with respect to surety bail bond agents, as defined in section 38a-660, (A) a filing fee of one hundred fifty dollars for each initial application for a license, and (B) a fee of one hundred dollars for each license issued or renewed; [and] (32) with respect to third-party administrators, as defined in section 38a-720, (A) a fee of five hundred dollars for each license issued, (B) a fee of three hundred fifty dollars for each license renewed, and (C) a fee of one hundred dollars for each annual report filed pursuant to section 38a-

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- 420 720l; (33) with respect to portable electronics insurance licenses under
- 421 section 1 of this act, (A) a filing fee of one hundred dollars for each
- 422 <u>initial application for a license, (B) a fee of five hundred dollars for</u>
- 423 <u>each license issued, and (C) a fee of four hundred fifty dollars for each</u>
- 424 license renewed.
- Sec. 4. Subdivision (1) of subsection (a) of section 42-260 of the
- 426 general statutes is repealed and the following is substituted in lieu
- 427 thereof (*Effective October 1, 2013*):
- 428 (1) "Extended warranty" means a contract or agreement to either
- 429 perform or provide indemnification for the repair, replacement or
- 430 maintenance of a product because of operational or structural failure of
- 431 such product due to a defect in materials, skill or workmanship or
- 432 normal wear and tear given for consideration over and above the lease
- or purchase price of a product. "Extended warranty" does not include
- portable electronics insurance, as defined in section 1 of this act.
- Sec. 5. Subsection (c) of section 38a-676 of the general statutes is
- 436 repealed and the following is substituted in lieu thereof (Effective
- 437 *October 1, 2013*):
- 438 (c) The form of any insurance policy or contract (1) the rates for
- 439 which are subject to the provisions of sections 38a-663 to 38a-696,
- inclusive, other than fidelity, surety or guaranty bonds, or (2) subject to
- section 1 of this act, and the form of any endorsement modifying such
- 442 insurance policy or contract under subdivision (1) or (2) of this
- subsection, shall be filed with the Insurance Commissioner prior to its
- 444 issuance. The commissioner shall adopt regulations, in accordance
- with the provisions of chapter 54, establishing a procedure for review
- of such policy or contract. If at any time the commissioner finds that
- any such policy, contract or endorsement is not in accordance with
- such provisions or any other provision of law, the commissioner shall
- issue an order disapproving the issuance of such form and stating the
- 450 reasons for disapproval. The provisions of section 38a-19 shall apply to

any such order issued by the commissioner.

This act shall take effect as follows and shall amend the following sections:		
Section 1	October 1, 2013	New section
Sec. 2	October 1, 2013	38a-792
Sec. 3	October 1, 2013	38a-11(a)
Sec. 4	October 1, 2013	42-260(a)(1)
Sec. 5	October 1, 2013	38a-676(c)

Statement of Purpose:

To regulate the sale of portable electronics insurance in this state.

[Proposed deletions are enclosed in brackets. Proposed additions are indicated by underline, except that when the entire text of a bill or resolution or a section of a bill or resolution is new, it is not underlined.]